

Appl. No. : 09/349,735
Filed : July 8, 1999

REMARKS

In the Office Action, the Applicant notes that the cover page of the Office Action (PTOL-326) indicates that the drawings filed on July 8, 1999 are objected to by the Examiner. The Applicant notes, however, that the attached detailed action fails to indicate what the particular objections to the drawings are. The Applicant respectfully requests that the Examiner clarify the nature of the objections or if this is simply a typographical error on the cover sheet of the Office Action.

The Examiner also rejects Claims 1-5, 8, 14-19 and 19-21 under 35 U.S.C. § 112, first paragraph, as failing to comply with the enablement requirement. The Examiner indicates that in the specification, the Applicant fails to explain how to generate a disk image and the generating steps to be able to support the claims. The Applicant respectfully disagrees with the Examiner and believes that the terms "disk image" are a well understood concept of computer science referring to a computer file containing the contents and structure of a data storage medium or device. Disk image refers to any such file whether taken from an actual physical storage device or not. The Applicant strongly believes that the term "disk image" as used in the specification and drawings and as claimed by the Applicant does fully enable any person skilled in the art to make and use the Applicant's invention. The Applicant believes that the subject application including the terms "disk image" fully complies with the requirements of 35 U.S.C. § 112 and respectfully requests that the rejection be withdrawn.

The Examiner further rejects Claims 1-5, 8, 14-16, 19-22, and 23-40 under 35 U.S.C. § 102(e) as being anticipated by Sullivan et al. (U.S. Patent No. 6,694,314). The Applicant notes that Claims 1, 14, 19, 22, 25, 33 are amended by this paper to more clearly recite what the Applicant regards as the invention. Claim 1 as currently amended now recites

"...determining in the electronic device whether the activated hypertext link satisfies predetermined criteria; and

when the activated hypertext link satisfies the predetermined criteria, avoiding loading the activated hypertext link as a text markup language document and generating a disk image responsive to receiving the activated hypertext link, and when the activated hypertext link does not satisfy the predetermined criteria, loading a text markup language document corresponding to the uniform resource locator...". Similar changes are made to the other independent Claims 14,

19, 22, 25, and 33. The Applicant notes that antecedent support for the claim amendments made by this paper is provided in the application as filed, for example, at page 8, line 28 through page 9, line 3, and as illustrated in Figure 4.

The Applicant has carefully reviewed the Sullivan et al. '314 reference and notes the following differences between the Sullivan et al. disclosure and the Applicant's claimed invention. More particularly, the Applicant notes that Sullivan et al. discloses a system and method for automated technical support in a computer network having a client machine and at least one server from which live help is available. The Sullivan et al. system begins in response to an entry by a user indicating problems with their computer system and indicating a request for technical assistance in resolving the problem. In response to a user query, the system automatically serves a self-help home page or template to the user's interface. Preferably, the interface has a web browser and navigation metaphor to provide the user with a comfortable and intuitive interaction with the self-help system. A diagnostic executes on the client machine when the self-help system is indicated. The diagnostic map examines the client's system (including existing applications, registry information, and the like) and communicates with the technical support server to derive a search string as a background task. In an illustrated embodiment, a given diagnostic map is associated with a page via a URL (uniform resource locator).

As illustrated in Figure 4 and described in Columns 7 and 8 of Sullivan et al. '314, when a user indicates need for technical support, an interface is launched (step 64), the user selects a problem area (step 66), describes the problem (step 68), and submits a service request at step 70. If self-help is not enabled, the system branches to a step 74 for live help from the system, such as from a service engineer.

If, however, the self-help function is enabled, the routine continues at step 76. At this time, the user's default web browser is launched. If not already attained, the user's contact information is obtained at step 82. The routine continues at step 84 wherein an HTTP request is then made to the automated technical support server. Based on the contact information (as well as other basic parameters such as OS-type values entered by the user and problem submission fields, and the like) passed, the routine then continues at step 86 to serve a self-help home page to the user's default browser. Various self-help pages are illustrated in Figures 5 through 7 of Sullivan et al. '314.

Appl. No. : **09/349,735**
Filed : **July 8, 1999**

The user interacts with the self-help page at step 92 by navigating the default browser. In the illustrated example, the user launches the server that has been proposed by the system. At step 94, the routine returns a results template page that, in this example, identifies a support note link. Based on the clear relevance of the support note, the user selects the link at step 96. Upon activation of the link, the routine continues at step 98 to navigate the browser to a so-called activated page as illustrated in Figure 9. A page is said to be activated because it may include active content.

The Applicant notes that this is in contrast to the Applicant's invention that recites "...determining in the electronic device whether the activated hypertext link satisfies predetermined criteria; and

when the activated hypertext link satisfies the predetermined criteria, avoiding loading the activated hypertext link as a text markup language document and generating a disk image responsive to receiving the activated hypertext link, and when the activated hypertext link does not satisfy the predetermined criteria, loading a text markup language document corresponding to the uniform resource locator...".

Thus, the Applicant's claimed device discriminates an activated hypertext link for satisfying or not satisfying predetermined criteria. When the activated hypertext link does satisfy the predetermined criteria, the Applicant's system avoids loading the activated hypertext link as a text markup language document and generates a corresponding disk image responsive to receiving the activated hypertext link. In circumstances where the activated hypertext link does not satisfy the predetermined criteria, the Applicant's system loads a text markup language document corresponding to the uniform resource locator.

Sullivan et al does not provide the claimed determination feature of whether or not an activated link satisfies a predetermined criteria and instead describes simply that a selected link retrieves the corresponding Web-based content. Sullivan et al also fails to disclose generating the disk image when the activated link does satisfy the predetermined criteria. The Applicant thus believes that the subject application as amended by this paper is not anticipated under the requirements of 35 U.S.C. § 102(e) by the Sullivan et al reference and respectfully requests that the rejection be withdrawn.

Appl. No. : 09/349,735
Filed : July 8, 1999

SUMMARY

The Applicant believes that the subject application is in a condition ready for allowance and respectfully requests prompt issuance of a notice of allowability. The Applicant believes that this paper is fully responsive to the objections and rejections made by the Examiner in the Office Action, however should there remain any further impediments to the allowance of this application that might be resolved by telephone conference the Examiner is respectfully requested to contact the Applicant's undersigned representative at the indicated telephone number.

Please charge any additional fees, including any fees for additional extension of time, or credit overpayment to Deposit Account No. 11-1410.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: March 5, 2007

By: 

James W. Ausley
Registration No. 49,076
Agent of Record
Customer No. 20,995
(951) 781-9231

3474380
022707